

THE HONORABLE BENJAMIN H. SETTLE

UNITED STATES DISTRICT COURT  
WESTERN DISTRICT OF WASHINGTON  
AT TACOMA

MADELEINE GARZA, an individual,  
  
Plaintiff,  
  
v.  
  
NATIONAL RAILROAD PASSENGER  
CORPORATION d/b/a AMTRAK,  
  
Defendant.

Case No. 3:18-CV-05106-BHS

**DECLARATION OF ROSA  
RICHMOND**

I, Rosa Richmond, declare the following to be true:

1. I am a Senior Manager Claims for the National Railroad Passenger Corporation ("Amtrak"). I am of legal age, am competent to testify and make this declaration from my own personal knowledge.

2. As part of my regular job duties, I review and work with various business records that are kept and maintained in the ordinary course of Amtrak's business by Amtrak's personnel or staff, which are made at or about the time of the act or event recorded. The records described in this declaration are included in such business records and are subject to my general access as part of my regular duties for Amtrak.

3. Based on my review of Amtrak's records, I have determined that Madeleine Garza, a passenger that was aboard Amtrak 501 on December 18, 2017, received a full refund of her fare.

DECLARATION OF ROSA RICHMOND: 3:18-CV-05106- - 1

1 I declare under penalty of perjury under the laws of the United States and the State of  
2 Washington that the foregoing is true and correct.

3 DATED this 31st day of July, 2019, in Washington, D.C.

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7 Rosa Richmond

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DECLARATION OF ROSA RICHMOND: 3:18-CV-05106- - 2

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1420 FIFTH AVENUE, SUITE 4200  
P.O. BOX 91302  
SEATTLE, WA 98111-9402  
206.223.7000 FAX: 206.223.7107

**CERTIFICATE OF SERVICE**

Pursuant to RCW 9A.72.085, the undersigned certifies under penalty of perjury under the laws of the State of Washington, that on the 31st day of July, 2019, the document attached hereto was presented to the Clerk of the Court for filing and uploading to the CM/ECF system. In accordance with their ECF registration agreement and the Court's rules, the Clerk of the Court will send e-mail notification of such filing to the following persons:

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Executed on the 31st day of July, 2019, at Seattle, Washington.

s/ Alisa R. Flabel  
 Alisa R. Flabel